

**\*\*\*This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin and click the examination link.\*\*\***

## **Training and Experience Evaluation**

### **SSM 1**

### **Servicewide**

#### **Section 1: Tasks**

##### **Instructions:**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

ITEM #	
1.	Providing expertise and recommendations to staff, management, and/or outside entities to address complex issues and assignments.
2.	Reviewing the work of peers and providing feedback to ensure it is complete, accurate and that it meets applicable standards.
3.	Resolving customer/client complaints or problems related to organizational issues to ensure satisfactory resolution.
4.	Adapting plans and workload to meet changing priorities within established deadlines.
5.	Interpreting and clarifying policies, procedures, rules, laws, and/or regulations to staff, management, and/or other stakeholders (e.g., customers, the public, other agencies).
6.	Producing and/or revising reports and/or other written materials to ensure content is accurate, comprehensive, clear, and error-free.
7.	Communicating information verbally (e.g., presentations, conducting meetings, person to person) to staff, management, or the public ensuring information is clear and accurate.
8.	Providing peer-to-peer training relating to tasks performed to improve skills or for job orientation purposes.
9.	Evaluating business processes and making recommendations to management for improvement.